

SAFETY RECALL



INFINITI

EMPOWER THE DRIVE

CAMPAIGN BULLETIN

Anti-lock Braking System (ABS) Actuator Voluntary Safety Recall Campaign

Reference: R1917 & R1921

Date: September 11, 2020

Attention: Retailer Principal, Sales, Parts and Service Managers

IMPORTANT: It is a violation of Federal law for retailers to sell or deliver vehicles in their inventory covered by this notification until the campaign action has been performed.

UPDATE September 11, 2020
Please discard earlier versions of this bulletin

The announcement from December 18, 2019 has been revised to include:

- The parts restriction will be removed and retailers can order parts, as needed, via normal ordering process **beginning September 15, 2020.**
 - Parts currently on order in DBS will be fulfilled.
- Unused parts have a 12-month shelf life. INFINITI recommends retailers use first-in, first-out (FIFO) inventory management to reduce the likelihood of parts expiration. Retailers may use their DBS VIN ordered parts for other repairs as needed.
 - Expired parts are non-returnable.
 - INFINITI does not anticipate there to be any expired parts as long as FIFO inventory management is being used.
 - See Q&A section for how to identify the expiration date of parts.

Affected Models/Years:	Affected Population:	Retailer Inventory:	SERVICE COMM Activation date:	Stop Sale In Effect
MY2017-19 QX60	69,554	14	November 13, 2019	YES

INFINITI is committed to safety, security, and satisfaction of our clients and their passengers. INFINITI is conducting a Voluntary Safety Recall Campaign on certain 2017-2019 INFINITI QX60 vehicles to replace the Anti-lock Braking System (ABS) actuator.

Due to manufacturing variation, the subject vehicles (equipped with ADVICS ABS actuators) may contain an oil seal with inadequate sealing performance. These conditions could cause the oil seal to wear prematurely and eventually lead to leakage of brake fluid onto the control electronic circuit board. If this occurs, an ABS warning lamp will illuminate to warn the driver. If the vehicle continues to be operated in this condition, the brake fluid leak may create an electrical short in the actuator circuit, which in rare instances, may lead to a fire.

If the ABS warning lamp is continually illuminated (10 seconds or longer), INFINITI recommends parking the vehicle outside and contacting INFINITI Roadside Assistance (1-800-662-6200 option 1) to have the vehicle towed to an authorized INFINITI service department as soon as possible.

***** IMPORTANT *****

If the ABS warning lamp is illuminated and there is a delay between when the vehicle arrives at the retailer and the actuator replacement, park the vehicle outside away from any structures and other vehicles and then DISCONNECT the 12-volt battery until the actuator can be replaced.

***** What Retailers Should Do*****

1. Verify if vehicles are affected by this Voluntary Safety Recall Campaign using Service Comm or DBS National Service History – Open Campaign I.D. R1917 or R1921.
 - New vehicles in retailer inventory can also be identified using DBS (Sales-> Vehicle Inventory, and filter by Open Campaign).
 - Refer to IPSB 15-286 for additional information
2. Retailers **must not sell, lease, trade, rent or loan** any vehicles in retailer inventory affected by this safety recall campaign until after the vehicle has been remedied.
 - Retailers should not use any INFINITI Courtesy Vehicles (ICV) subject to this recall until they have been remedied.
3. Retailers should use **ITB19-038** to remedy any vehicles subject to this campaign.

***** Release Schedule *****

Parts	<ul style="list-style-type: none">• Parts listed below may be ordered via normal ordering process beginning September 15, 2020.<ul style="list-style-type: none">▪ <u>Parts currently on order in DBS will be fulfilled.</u>▪ 47660-9PP1B (Vehicles with ICC)▪ 47660-9PP1D (Vehicles without ICC)▪ 999MP-A4100P (DOT 3 Brake Fluid)• Unused parts have a 12-month shelf life. INFINITI recommends retailers use first-in, first-out (FIFO) inventory management to reduce the likelihood of parts expiration. Retailers may use their DBS VIN ordered parts for other repairs as needed.<ul style="list-style-type: none">▪ Expired parts are non-returnable.<ul style="list-style-type: none">▪ INFINITI does not anticipate there to be any expired parts as long as FIFO inventory management is being used.▪ See Q&A section for how to identify the expiration date of parts.
Repair	<ul style="list-style-type: none">• ITB19-038
Owner Notification	<ul style="list-style-type: none">• INFINITI notified all owners of all potentially affected vehicles via an interim notice in December 2019, via U.S. Mail.<ul style="list-style-type: none">○ Owners have been instructed to contact the retailer immediately if their ABS light remains continuously illuminated (10 seconds or longer).• INFINITI will send a second owner notification, beginning September 2020, inviting owners to bring their vehicle in for repair now that parts are readily available.

***** Retailer Responsibility *****

It is the retailer's responsibility to check Service Comm or DBS National Service History - Open Campaign using the appropriate Campaign I.D. for the campaign status on each vehicle falling within

the range of this voluntary safety recall campaign, which for any reason enters the service department. This includes vehicles purchased from private parties or presented by transient (tourist) owners and vehicles in retailer inventory. If a VIN subject to this recall campaign was part of a retailer trade, the letter associated with that VIN should be forwarded to the appropriate retailer for service completion.

Frequently Asked Questions (FAQ):

Q. Is this a safety recall?

A. Yes.

Q. What is the reason for this safety recall?

A. The ABS actuator pump seal may leak, causing the electronic circuit board to malfunction and the ABS warning lamp to illuminate. If the vehicle continues to be operated in this condition, the leak could cause an electrical short in the actuator circuit, which in rare cases, may lead to a fire.

Q. What will be the corrective action for this voluntary safety recall campaign?

A. Retailers will replace the ABS actuator with a countermeasure part.

Q. What should I tell inquiring clients?

A. Ask the client if the ABS warning lamp is continuously illuminated. It is normal for the ABS light to illuminate and then extinguish after a few seconds when a vehicle is first started.

If yes:

Tell the client to park the vehicle outside and away from structures and contact INFINITI Roadside Assistance (1-800-662-6200 option 1) to have the vehicle towed to the retailer as soon as possible.

If no:

Offer to make an appointment to repair the vehicle as soon as possible. Clients may continue to drive their vehicle, but, if the ABS warning lamp remains continuously illuminated (10 seconds or longer), INFINITI urges owners to park the vehicle outside and contact INFINITI Roadside Assistance to have the vehicle towed to the retailers as soon as possible.

Q. How long will the corrective action take?

A. The ABS actuator replacement repair time is ~ three (3) hours. However, your retailer may require your vehicle for a longer period of time based on their work schedule.

Q. When will vehicle owners be notified?

A. INFINITI notified owners of all potentially affected vehicles via an interim notice in December 2019 via U.S. Mail. Owners have been instructed to contact the retailer immediately if their ABS light remains continuously illuminated.

INFINITI will send a second owner notification, **beginning September 2020**, inviting owners to bring their vehicle in for repair now that parts are readily available.

Q. Are parts readily available?

A. Yes. Retailers may place an order for parts, as needed, via normal ordering process **beginning September 15, 2020**.

Q. How do I identify if unused parts in inventory have exceeded their shelf life?

A. The date code should be located on the part as per the screenshot below:



Alternatively, if the date code is damaged or illegible, a QR Code Reader application may be downloaded to a smartphone and used to scan the QR code to identify the manufacture date of the part.

Q. My vehicle was recalled and inspected or repaired before (R1808). Why do I need to bring my vehicle in again?

A. This recall expands the scope of previously announced recall R1808. Previously recalled vehicles that did not receive the latest countermeasure part will be recalled and remedied again with a different replacement part.

Q. Is my vehicle safe to drive?

A. If the ABS Warning Light is ON (10 seconds or longer), do not drive your vehicle; park it outside away from structures and other vehicles. Have your vehicle towed to a INFINITI retailer by calling INFINITI Roadside Assistance (1-800-662-6200 option 1).

If the ABS Warning Light is NOT ON, clients should make an appointment to have the remedy applied as soon as possible. Clients may continue to drive their vehicle, but INFINITI urges owners to contact INFINITI Roadside Assistance if the ABS warning lamp remains illuminated continuously (10 seconds or longer).

Q. Is there anything owners can do to mitigate this condition?

A. Owners should make an appointment to have the remedy applied as soon as possible. However, if the ABS warning lamp remains continuously illuminated after starting the vehicle, instruct the client to stop driving the vehicle immediately and arrange to have the client's vehicle towed to the retailer as soon as possible.

- INFINITI Roadside Assistance 1-800-662-6200 (option 1)
- Clients should park outdoors – away from vehicles and structures until the tow truck arrives.

Q. Is there any charge for the repair?

A. No, the remedy will be performed for the client free of charge for parts and labor.

Q. Will a rental vehicle be provided while the retailer is servicing the vehicle?

A. Rental is available while replacement parts are on order.

EXPENSE CODE	DESCRIPTION	AMOUNT
502	Rental Expense	\$300 (Max)
Contact the Warranty claims call center 1-800-933-3712, if additional expense is required.		

Q. Is towing covered for vehicles outside of warranty that are no longer eligible for INFINITI Roadside Assistance?

A. Yes, the campaign will cover the towing costs for affected vehicles that are no longer eligible for Roadside Assistance (out of warranty).

EXPENSE CODE	DESCRIPTION	AMOUNT
501	Towing	\$100 (Max)
Contact the Warranty claims call center 1-800-933-3712, if additional expense is required.		

Q. Will I have to take my vehicle back to the selling retailer to have the service?

A. No, any authorized INFINITI retailer is able to perform the recall campaign.

For Consumer Affairs: Please inform us of the retailer where you would like to have the corrective action completed. Please refer to question "What should I tell inquiring clients" above to determine if immediate action should be taken

Q. If a client previously paid for ABS actuator repairs or replacement are they eligible for reimbursement?

A. Clients may be eligible for reimbursement for any repairs that were previously performed for this issue using client pay or partial goodwill. Retailers with client reimbursement concerns may refer to the following:

- If you have additional questions you may visit www.infiniti.com or contact INFINITI Consumer Affairs @ 1-888-833-3216
- If you have previously paid for repairs to your ABS actuator please gather the following documentation prior to contacting INFINITI Consumer Affairs:
 - Repair order(s)
 - Proof of payment (may be on repair order(s))
 - Proof of ownership if the repair is over \$1,000

Q. How many vehicles are involved in the campaign?

A.

Model	Total	Production Range
QX60	69,554	May 18, 2016 through May 23, 2018

Q. Are you experiencing this condition on any other INFINITI (or Nissan) models?

A. Yes, certain 2016-2018 Maxima, 2015-2018 Murano, and 2017-2019 Nissan Pathfinder vehicles are also affected by this recall.

Revision History:

Date	Announcement	Purpose
November 13, 2019	Original	New recall announcement
December 18, 2019	REVISION 1	Updated bulletin, parts ordering and deferment form completion information
September 11, 2020	REVISION 2	Update regarding parts restriction removal and regarding 12-month shelf life.